**2021 Renewal Project Scorecard for Emergency Solution Grant**

This scorecard can be used by Tri-HIC’s ESG Ranking Committee to score renewal applications for Emergency Solutions Grant projects. The CoC prioritizes projects that serve households with severe needs and vulnerabilities, setting them on a course towards permanent housing.

This scorecard has four goals:

* Fund organizations that have the capacity to run effective programs (can manage and administer the program, can operate on a reimbursement basis, have experience serving this population or a similar one).
* Fund projects that reflect Tri-HIC’s & HUD’s priorities.
* Incentivize agencies to be good partners (participating in community efforts to end homelessness, on HMIS, helping create infrastructure for their community’s homeless service system to operate effectively throughout the year).
* Ensure that funded projects are being good stewards of NC Emergency Solutions Grant funding and performing to Tri-HIC standards, including descriptions in written standards.

The ESG Ranking Committee may ask applicant agencies to provide additional information to determine agency capacity to implement projects in a timely manner with successful outcomes, demonstrate good outcomes in the annual CAPER, and avoid jeopardizing overall agency stability or future funding for Tri-HIC.

*[References in brackets indicate the materials that will be used to score each question.]*

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| --- | --- | --- | --- | --- |
| Reviewer: |  | | | |
| Applicant: |  | | | |
| Project Name: |  | | | |
| Project Type (select all) | \_\_\_Street Outreach | \_\_\_Emergency Shelter | \_\_\_Rapid Re-Housing | |
| \_\_\_Homelessness Prevention | | \_\_\_HMIS | |
| Reviewer Signature: |  | | Date: |  |

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|  | **PROJECT QUALITY REQUIREMENTS** |  |  |
|  | **Projects** **must meet the “hard-stop” thresholds to be included in Tri-HIC’s final application to the NC Emergency Solutions Grant office.**  If all thresholds are met, the ESG Ranking Committee will use the final score on the scorecard to determine which projects will be included in the final application. |  | **Maximum Score Possible:**  **SO: 185**  **ES: 190**  **HP: 170**  **RRH: 200**  **HMIS: 155** |
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**Scorecard Instructions:**

Reviewers should use this scorecard to score each agency’s application. If an agency applies for multiple activity types, reviewers can score all activities on the same scorecard. To use this scorecard, follow the steps below:

1. Complete Sections I – IV once, even if the agency is applying for multiple activity types. These sections apply to the whole agency, not specific programs.
2. Enter the score from Sections I-IV into the table below next to each activity type the agency is applying for.
3. Complete the Activity Section (Section V) for each activity type the agency is applying for.
4. A “Hard Stop Threshold” indicates eligibility for funding. If the agency does not meet any one of these thresholds, the application is considered ineligible for funding.
5. Enter the score for each activity type the agency is applying for into the table below.
6. For each activity type that the agency is applying, add the Section I-IV score and the Activity Section score.

**The ESG Ranking Committee should use activity type total scores (Section I-IV + Activity Section) to compare projects of the same activity type:**

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| **Activity Type** | **Sections** | **Activity Section** | **Total Score** |
| **I-IV Score** | **Score** | **(Section I-IV) + (Activity Section Score)** |
| **Street Outreach** |  |  |  |
| **Emergency Shelter** |  |  |  |
| **Homelessness Prevention** |  |  |  |
| **Rapid Re-housing** |  |  |  |
| **HMIS** |  |  |  |

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| **Section I: Organizing Information** | | **Section I Score** | |
| Possible Points: 0 | |  | |
| **Consistency with Mission** | | **Possible Score** | **Project Score** |
| 1.1 | Does the project fit within the mission of the agency and the CoC? *[Project Application: Q2]* | **Threshold Hard Stop** | |
| Met  \_\_\_ | Unmet  \_\_\_ |
| **Section II: Organizational Capacity and Stability** | | **Section II Score** | |
| Possible Points: 30 | |  | |
| **Financial Capacity** | | **Possible Score** | **Project Score** |
| 2.1 | Assess how the organization monitors program activities they are operating according to HUD guidelines and how the organization ensures that NC ESG dollars are spent in a timely manner. *[Project Application: Q5.1]* | **Threshold Hard Stop** | |
| Met  \_\_\_ | Unmet  \_\_\_ |
| **Organization Capacity** | | | |
| 2.2 | Does the agency have any HUD or ESG findings, (County, City, or State) findings, resolved or unresolved, within the past 5 years? *[Project Application: Section 6]* |  | |
| Yes | 0 | \_\_\_ |
| No | 10 |
| 2.3 | If the agency has findings in the last 5 years, did the agency attach either an approved Corrective Action Plan or proof that all findings were resolved? *[Provided by agency]* | Threshold | |
| Met  \_\_\_ | Unmet  \_\_\_ |
| 2.4 | Has the organization had any ESG Contract (County, City or State) terminated? *[Project Application: Q6.2]* |  | |
| Yes | 0 |  |
| No | 10 |
| 2.5 | If the agency answered yes to question Q6.2, do the steps has described by the organization appear to ensure the deficiencies identified to warrant contract termination, have not and will not be repeated? | Threshold | |
| Met  \_\_\_ | Unmet  \_\_\_ |
| **Board Information** | |  |  |
| 2.6 | Does the current organizational board include a person with lived experience of homelessness in the last five years? |  | |
| Yes | 10 |  |
| No | 0 |

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| **Section III: Staff Capacity** | | **Section III Score** | |
| Possible Points: 10 | |  | |
| **Staff Information** | | **Possible Score** | **Project Score** |
| 3.1 | Assess the description any organizational, programmatic, or staffing changes made by the organization in the past year. *[Project Application: Q 8.1]* |  | |
| Organization Capacity unchanged or improved | 5 |  |
| Change negatively impacts service capacity | 0 |

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| 3.2 | Assess the description of which NC ESG activities are performed by volunteers and what the activity entails. Score based whether roles are appropriate for volunteers. *[Project Application: Q8.2]* |  | | | |
| Volunteer activities appear appropriate | 5 |  | | |
| Volunteer activities appear inappropriate | 0 |  | | |
| **Section IV: Connection to Community** | | **Section IV Score** | | | | |
| Possible Points: 35 | | | | | | | |
| **CoC** | | | | | | | |
| 4.1 | Does the agency explain and document how the organization coordinates with other organizations to provide non duplicative services **and** access to mainstream resources such as TANF, Food Stamps, Housing Assistance, etc. *[Project Application: Q9.1]* |  | | | | |
| Yes | 5 | |  | | |
| No | 0 | |  | | |
| **Coordinated Entry** | | | | | | | |
| 4.2 | Does the organization, as a whole, regardless of funding source, fully participate in the coordinated entry process in the CoC? *[Project Application: Q10.1]* |  | | | | |
| Yes | 10 | |  | | |
| No | 0 | |  | | |
| 4.3 | Does the organization as a whole, regardless of funding source, ever take referrals from sources outside of the coordinated entry system ***(except for a Street Outreach organization ONLY)***? If yes, does the agency provide the other sources outside of the coordinated entry system from whom it accepts referrals and is this exception included in the approved coordinated entry plan for the COC? *[Written Statement from Agency]* |  | | | | |
| CES Only | 10 | |  | | |
| If yes, it complies with CE plan | 5 | |
| Non-compliant with CE plan | 0 | |
| **Written Standards** | | | | | | | |
| 4.4 | Does the organization operate NC ESG funded and HUD programs according to all of the CoC’s written standards? **If no, the application is not eligible for funding.** *[Project Application: Q11.1]* | Check one | | | | |
| Eligible | | Ineligible | | |
|  | |  | | |
| 4.5 | Rate the description of the ongoing adherence or any improvements the Agency has made in adhering to CoC Written Standards over the past year per their written statement. Are the improvements documented? Has the Agency documented changes in their policies/procedures to support their effects to improve their performance? *[Project Application: Q11.3 ]* |  | |  | | |
| **Score from 0 to 10 points** | | | |  | | |

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| **Section V: Data** | | **Section V Score** | |
| Possible Points: 20 | |  | |
| **Data Collection** | | | |
| 5.1 | *Does the organization utilize the HMIS Software system or comparable for Domestic Violence organizations? If yes, do they use it to produce a CAPER? (Q12.1& 12.2 of application asks about name of software; all applicants must participate.)* |  | |
|  |  |
| Yes | 5 |  |
| No | 0 |
| 5.2 | Does the organization deny services if clients refuse to provide any of the HUD required data elements? If yes, the organization must describe which data elements. *[project application: Q12.3 ]* |  | |
| Yes | 0 |  |
| No | 5 |
| 5.3 | Rate the organizations description of how the organization commits to operating and providing services in a racially equitable manner and providing racial equity data upon request. |  |  |
| **Score from 0 to 10 points** | |  |

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| **Activity Section Scoring** | **Activity Score** |
| Reviewers should only fill out the applicable section for the activity for which the applicant applied. Reviewers should complete a separate scorecard for each activity.  Possible Points:  SO: 90 ES: 95 HP: 75 RRH: 105 HMIS: 60 | SO: |
| ES: |
| HP: |
| RRH: |
| HMIS: |

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| **Street Outreach** | | **Possible Score** | **Project Score** |
| **Project description** | | | |
| 6.1 | Does the project description fully describe the services being provided regardless of funding sources and do the described services match the organization’s literature (brochures, website, etc)?  *[Project Application: Q13.1-13.4]* |  |  |
| Yes | 10 |  |
| No | 0 |
| 6.2 | Does the Agency describe and document changes or improvements in service delivery over the past year? Changes should include policies, procedures, written guidance, and include changes made due to COVID that will be continued.  *[Project Application Q13.5 AND agency policies and procedures]*  Yes  No |  |  |
| 0 |  |
| 10 |
| **Street Outreach Design and Philosophy** | |  |  |
| 6.3 | *In its description of its outreach program, does the organization fully describe how it conducts outreach, how participant are contacted and engaged, and how often outreach is conducted?* |  |  |
| Yes | 10 |  |
| No | 0 |
| 6.4 | Does the project application describe a screening process which indicates it retains barriers to housing such as having to little income, having a criminal history, etc. *(Q14.2 & 14.3 of the application)* Is the process consistent with CoC policies? |  |  |
| Yes | 0 |  |
| No | 10 |  |
| 6.5 | Does the program terminate participants for failing to participate in services, make progress on service plans, etc.? *(Q14.4 & 14.5)* |  |  |
| Yes | 0 |  |
| No | 10 |  |
| 6.6 | Based on the program description and agency documentation, is the project housing-focused?  *[Project Application: Q14.6]* |  |  |
| Yes | 10 |  |
| No | 0 |
| 6.7 | Based on the program narrative, does the organization document ways in which it partners consistently with shelters in the CoC? |  |  |
| Yes | 10 |  |
| No | 0 |
| 6.8 | Based on the program narrative, does the organization document the ways in which it partners with RRH and PSH programs in the CoC to provide permanent housing? |  |  |
| Yes | 10 |  |
| No | 0 |
| 6.9 | Based on the number served in caparison to the number exiting to positive housing destinations and considering the cost per household for services, are the program estimates for the coming year realistic and does the program document an effective use of funding for the program described in the application? *(Q14.9 & 14.10)* |  | |
| Yes | 10 |  |
| No | 0 |  |

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| **Emergency Shelter** | | **Possible Score** | **Project Score** |
| **Emergency Shelter Program Description** | |  |  |
| 7.1 | Does the shelter provide overnight beds 365 days a year, day/evening case management and other needed services? To the extent the Shelter does not provide one or more services and/or does not operate 24/7, evaluate how referrals are made and how households can access emergency services when a shelter is closed.  *[Project Application: Q15.1-15.5]* |  |  |
| Yes | 10 |  |
| No | 0 |
| **Emergency Shelter Program Experience** | | | |
| 7.2 | If the organization discusses changes/improvements to service delivery over the past year, including those made due to COVID that will be made permanent, were the changes documented in they Operations Manual &/or the Policies and Procedures Manual? |  | |
|  |  |
| Yes | 10 |  |
| No | 0 |
| **Emergency Shelter Program Design and Philosophy** | | | |
| 7.3 | Are the eligibility requirements to access emergency shelter and/or services compatible with the CoC’s Policy? Are the reasons the organization might turn someone away or ask him/her to leave the shelter compatible with the CoC’s policy?  *[Project Application Q17.1 & 17.2 AND agency policies and procedures]* |  |  |
| Yes | 10 |  |
| No | 0 |
| 7.4 | Does the agency screen out participants for any of the reasons in Q17.3? If any of the reasons are checked, is the response to Q17.4 compatible with the CoC’s policy? |  |  |
| Yes | 0 |  |
| No or the programs actions are compatible w/ CoC policy | 10 |
| 7.5 | Does the project terminate participants for any of the reasons in Q17.5? Are the reasons the organization might terminate a participant compatible with the CoC’s policy?  *[Project Application: Q17.5, Q17.6, AND agency policies and procedures]* |  |  |
| Yes | 0 |  |
| No or the programs actions are compatible w/ CoC policy | 10 |
| 7.6 | Based on documentation provided, is the project already or is it moving toward a low-barrier & housing first model  *[Project Application: Q17.7]* |  |  |
| Already | 10 |  |
| Moving Toward | 5 |
| No | 0 |
| 7.7 | Based on the organization’s response to Q17.8, the organization utilizes Rapid Rehousing and Permanent Supportive Housing programs within the CoC. |  |  |
| Yes | 10 |  |
| No | 0 |
| 7.8 | Based on the organization’s response to Q17.9 and supporting documentation, the organization documents strategies and shown improvement in exits to a positive destination. *[Agency policies and procedures, Q17.10, HMIS supporting data ]* |  |  |
| Yes | 5 |  |
| No | 0 |
| **Emergency Shelter Project Performance** | | | |
| 7.9 | Percentage of exits to permanent housing (# of exits to permanent housing divided by total # of persons served)  *[Q17.10]* |  | |
| 70%+ | 15 |  |
| 50-69% | 5 |
| Below 50% | 0 |
| 7.10 | Does the project budget appear to be responsible for the number of people targeted in the operating year and considering previous years’ performance?  *[Project Budget Spreadsheet; Project Application Q17.10]* |  | |
| Yes | 5 |  |
| No | 0 |

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| **Homelessness Prevention** | | **Possible Score** | **Project Score** |
| **Homelessness Prevention Design and Philosophy** | |  |  |
| 8.1 | Does the organization have documented strategies to ensure they are targeting the assistance to those most likely to become homeless or return to homelessness? *[Project Application Q23.3; Interview with applicant]* |  |  |
| Yes | 5 |  |
| No | 0 |
| 8.2 | Does the agency screen out participants for any of the reasons in Q23.4? *[Project Application Q23.5 & Q23.5; Agency policies and procedures]* |  |  |
| Yes | 0 |  |
| No | 10 |
| 8.3 | Does the agency terminate participants for any of the reasons in Q23.6? *[Project application: Q23.6 & Q 23.7; Agency policies and procedures]* |  |  |
| Yes | 0 |  |
| No | 10 |
| 8.4 | Does the agency offer at least basic level of support to landlords and have a method for addressing issues outside of normal business hours? Does the agency document who on staff does landlord recruitment and negotiation? *[Project Application: Q21.5 & Q23.8]* |  |  |
| Yes | 10 |  |
| No | 0 |
| 8.5 | Does the agency use a progressive approach, where financial assistance is not a standard package and is flexible enough to adjust to households’ unique needs? *[Project Application: Q23.9 & Q23.10]* |  |  |
| Yes | 10 |  |
| No | 0 |
| 8.6 | Is participation in services voluntary?  *[Project Application: Q23.13]* |  |  |
| Yes | 10 |  |
| No | 0 |
| 8.7 | According to the documentation provided, does the agency remain involved with participants offering participants case management and on-going support from the Agency? *[Project Application: Q23.11 & Q23.12]* |  |  |
| Yes | 5 |  |
| No | 0 |  |

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| **Homelessness Prevention Performance** | | | |
| 8.8 | What is the percentage of exits to permanent housing destinations? (# of exits to permanent housing destinations divided by total # of persons served) *[Project Application:* Q23.14*]* | |  |
| At least 80% | 10 |  |
| Below 80% | 0 |
| 8.9 | Does the project budget seem reasonable for the number of people targeted in the operating year? *[Project Budget Spreadsheet; Project Application Q31.2]* | |  |
| Yes | 5 |  |
| No | 0 |

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| **Rapid Re-Housing** | | **Possible Score** | **Project Score** |
| **Rapid Re-Housing Project Description** | | | |
| 9.1 | Does the agency assist in paying security deposits, last month’s rent, utility payments, moving costs, housing search, housing stability case management, mediation, rental assistance, and arrears? *[Project Application: Q18.3]* |  |  |
| Yes (Agency must provide at least 10 of list of services with ESG **or** other funding) | 5 |  |
| No | 0 |
| **Rapid Re-Housing Program Design and Philosophy** | | | |
| 9.2 | Does the organization partner with Emergency Shelters? *[Project Application: Q20.1]* |  |  |
| Yes | 5 |  |
| No | 0 |
| 9.3 | Is the project low barrier, meaning the project assumes all participants are ready for housing and does not require participants to meet pre-requisites, other than HUD-mandated eligibility, before entering the program? *[Project Application: Q20.2,; Agency policies and procedures]* |  |  |
| Yes | 10 |  |
| No | 0 |
| 9.4 | Does the agency screen out participants for any of the reasons in Q23.3? *[Project Application: Q 23.4 & Q20.4; Agency policies and procedures]* |  |  |
| Yes | 0 |  |
| No | 10 |
| 9.5 | Does the agency terminate participants for any of the reasons in Q20.5? *[Project Application: Q20.5 & Q20.6; Agency policies and procedures]* |  |  |
| Yes | 0 |  |
| No | 10 |
| 9.5 | Based on documentation provided, is the project already or is it moving toward a low-barrier & housing first model? *[Project application Q20.7, agency policies & procedures]* |  |  |
| Already | 10 |  |
| Moving Toward | 5 |
| No | 0 |
| 9.6 | Does the agency offer at least basic level of support to landlords and have a method for addressing issues outside of normal business hours? Does the agency document who on staff does landlord recruitment and negotiation? *[Project Application: Q20.9; Agency Policies and Procedures]* |  |  |
| Yes | 10 |  |
| No | 0 |
| 9.7 | Is participation in services voluntary?  *[Project Application: Q20.11; Agency Policies and Procedures]* |  |  |
| Yes | 10 |  |
| No | 0 |
| 9.8 | Does the project use a progressive approach, where financial assistance is not a standard package and is flexible enough to adjust to households’ unique needs? *[Project Application Q20.9]* |  |  |
| Yes | 10 |  |
| No | 0 |
| 9.9 | Is the agency flexible and are project participants involved in creating a mutually agreed-upon time, place and frequency of meetings with case management, including meeting in the participant’s home when possible? *[Project Application: Q20.10 and policies and procedures]* |  |  |
| Yes | 5 |  |
| No | 0 |
| **Rapid Re-Housing Project Performance** | | | |
| 5.36 | What is the percentage of exits to permanent housing destinations? (# of exits to permanent housing destinations divided by total # of persons served)  *[Project Application: Q20.12]* |  |  |
| At least 80% | 15 |  |
| Below 80% | 0 |
| 5.37 | Does the project budget seem reasonable for the number of people targeted in the operating year?  *[Project Budget Spreadsheet; Project Application Q22.12]* |  |  |
| Yes | 5 |  |
| No | 0 |

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| **HMIS** | |  |  |
| 10.1 | Does the plan adequately explain how HMIS funds will contribute to the agency’s ability to collect, analyze, and report data? *[Project Application: Q24.5 & 24.7]* |  |  |
| Yes | 50 |  |
| No | 0 |
| 10.2 | Does the HMIS budget seem reasonable in comparison to the number of people targeted in ESG-funded projects and the data management expectations for the CoC? *[Project Application: Q24.7]* |  |  |
| Yes | 10 |  |
| No | 0 |